



Community Resource Coordination Groups of Texas

Tips to Make Your CRCG Trauma-Informed

Why is trauma-informed care important for CRCGs?

Trauma is widespread and having CRCGs respond in a compassionate and empathetic way will support healing. CRCGs should apply their understanding of the impact of trauma toward caring for, interacting with, and supporting others. The Substance Abuse and Mental Health Services Administration (SAMHSA) outlines the trauma-informed care approach in five principles that can be applied throughout the CRCG process:

1. Safety: promote feelings of physical and psychological safety through your interactions.
2. Choice: give those you serve an individual choice and support their choices in goals they set to heal and move forward.
3. Collaboration: encourage collaboration with each other and demonstrate that healing happens in relationships and in the meaningful sharing of power and decision-making.
4. Trustworthiness: build and maintain trust with those you serve.
5. Empowerment: recognize individuals' strengths and build upon them.

Referral

- Assess the information on the referral and understand what is trauma-related and how that information might currently impact the person.
- If you need more information to help identify needs and resources, ask with intention and be sensitive and deliberate about how you use the information.
- Consider barriers and offer solutions for support and treatment.

Preparing for the Staffing

- Be deliberate about providing enough time and space to fully prepare the individual and family.
- Suggest inviting people from their support network (i.e., family, friend, etc.) or plan to have a CRCG member present for support.
- Plan a check-in strategy:
 - Ask the individual or family about concerns.
 - Be mindful of language or circumstances that might be re-traumatizing.
 - Plan a method, like a signal, for the individual to let someone know they are overwhelmed or not feeling okay about the meeting as it progresses.
 - Ask what would be helpful to them from an emotional and outcomes perspective.

Hosting the Staffing

- Consider felt safety and basic needs when setting up the room to ensure that it feels inviting and promotes a collaborative setting where power is shared.
- Intentionally create a safe space for discussion:
 - Practice strategic sharing – what information is supportive and needed.
 - Be sensitive to information that may be difficult for the individual to share.
 - Clearly explain confidentiality and the limits thereof.
 - Be mindful in developing questions and prompts to minimize potential re-traumatization.

Follow Up

- Be intentional about connecting with the individual or family. Following up is an opportunity to emphasize that the CRCG is a resource to support their healing and recovery.
- Use a strengths-based perspective to discuss what is working and what is not. Build upon what is working for them, even if it is a small achievement.
- Foster empowerment by promoting strengths and healing.